



CO L O R A D O

**Department of Health Care
Policy & Financing**

SOLICITATION #:

2017000265

Appendix K

Practice Support Tools and Resources

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The Contractor shall make available a range of tools and resources to provide ongoing support and development for their Network Providers. The following lists are examples of the types of tools and resources that the Department expects the Contractor to provide to its Network Providers, but this is not an exhaustive list.

Example Medical Management Techniques:

Coordination with the Department's utilization management contractor to detect inappropriate utilization of services.

Integrating disease management into the care of Members with multiple chronic conditions.

Catastrophic case management.

Coordination of medical services for Members with serious, life-changing, and possibly life-threatening, illnesses and injuries.

Technologically enhanced communication, such as cell phone messages, email communication and text messaging.

Providing PCMPs with tools and resources to support informed medical decision-making with Members.

Alternate formats for delivering care.

Methods for diversion to the most appropriate care setting.

Clinical and Operational Tools:

Clinical care guidelines and best practices.

Clinical screening tools, such as depression screening tools and substance use screening tools.

Health and functioning questionnaires.

Chronic care templates.

Registries.

Trauma informed plan.

Principals of recovery and psychiatric rehabilitation.

Shared decision making tools.

Member reminders.

Self-management tools.

Educational materials about specific conditions.

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Member action plans.

Behavioral health surveys and other self-screening tools.

Guidance and education on the principles of the Medical Home.

Training on providing culturally competent care.

Training to enhance the health care skills and knowledge of supporting staff.

Training to enhance delivery of team-based care.

Training for delivering integrated care.

Guidelines for motivational interviewing.

Guidelines for health coaching.

Tools and resources for phone call and appointment tracking.

Tools and resources for tracking labs, referrals and similar items.

Referral and transitions of care checklists.

Visit agendas or templates.

Standing pharmacy order templates.

Practice redesign.

Operational efficiency enhancements

Expanded provider network directory.

Comprehensive directory of community resources.

Directory of other Department-sponsored resources, such as the managed care ombudsman and nurse advice line.

Link from the Contractor's website of centrally located tools and resources to the Colorado Medicaid website.